Naval Medical Center San Diego

- ***Staff are our most important resource***
- ***Patients are our focus***
- ***Success is judged by those we serve***

Outline

- Alignment
- Strategic Process
- FY02 Planning and Accomplishments
- FY03 Strategic and Annual Plan
- SG Interest Items

Alignment

- Seapower 21
- Marine Corps Strategy 21 → NMCSD
- CNO vision/CMC Guidance → Strategic Plan
- MHS/BUMED Strategic Plans

Staff and business processes aligned to support NMCSD plan

- NMCSD selected for CNO pilot study

FY02 Accomplishments

- Goal 1 - Staff
- Goal 2 - Infrastructure
- Goal 3 - Integration
- Goal 4 - Readiness
- Goal 5 - Access
- Goal 6 - Population Health

- Check-in steps reduced from 22 to 12
- PMB; well-designed resourcing process
- NHCP/29 Palms/VA
- High rate of command readiness
- Consult Management Center
- Population Health Office; JPHO (NMCSD/NCHP)

FY03 Strategic and Annual Plan

- Goal 1 - Staff
- Goal 2 - Information Flow
- Goal 3 - Healthcare Business
- Goal 4 - Readiness
- Goal 5 - Access
- Goal 6 - Population Health

- Staff will understand cmd decisions
- Decisions will be timely and appropriate
- Patient-centered care
- Performance driven
- GMOs will be trained
- Patients will be satisfied with their access
- The entire diabetes population will be healthier

SG Interest Items

- Readiness
- Homeland Defense
- Optimization
- Integration
- Patient Safety
- Web-based Healthcare
- T-Nex

NMCSD is “More than Ready”

- EMPARTS (as of 20 May)

	NMCSD	All CL-18
T-1	83%	56%
A-1	90%	76%

- Within the past year:
  - **BLS delinquencies went from 916 to 123**
  - **Trained 508 in NBC**
  - **Trained 371 in firefighting**

NMCSD is “More than Ready”

- Personnel and Seabag Inspections
  - Beginning March 02 All Tier-One Platforms
    - Over 1,200 staff members, three evolutions
- Combat Survival Skills Course
- Model Developed in March 02 used for OIF
- Support for OIF:
  - Seven Platforms:
    - FMF (4), CRTS, FH Bremerton, and COMFORT
    - 468 Staff Members deployed
  - ICMOP mission

NMCSD is “More than Ready”
Emerald City

- Seamless to our Patients
- Planned, Trained and Delivered
- Triservice/VA/Tricare Network Integration

NMCSD Homeland Defense

- Environment of Care / Emergency Management Executive Committee
- $1.2M to enhance command-wide homeland security/force protection infrastructure.
- Homeland Defense platform
- CBRNE on-line training for all military, civilian, and contract staff with 94 percent completion.
- Over 95 percent of MAAs are assigned to USNS Mercy, significant staffing challenge exists at command when she deploys.

Optimization

- New Centralized Telephone Center opening June 03
- Urgent care clinic at NMCSD
- Corpsman Optimization Project
- East County Clinic Initiative
- Murphy Canyon Community Health Center
- Consult Management Center

Integration

- Reserves
- VA
- NHCP and Twenty-nine Palms
- NDMS Partners
- GME

Patient Safety

- Directorate for Clinical Quality
  - Chief Medical Officer
  - Risk Management
  - Command Patient Safety Officer
  - Command Safety Specialist
  - Professional Affairs
- ECOMS Patient Safety Committee
- San Diego County Patient Safety Consortium
  - Founding Member

Patient Safety

- Initiatives
  - Wrong Site Surgery
  - Team Training (ER, OB, OR)
  - Standardized Equipment
  - Newsletter
  - Event Reporting
  - Practice Guidelines

E-Health

- TOL
  - 90% of primary care appts
  - Self referral appts online
  - Low utilization rate
- Easy-CHCS
  - Provider Portal
  - SPEC appointing
- Easy-Enterprise
  - DOD/VA, NHCP
- Medication Bar Coding
- Population Health Registries (Cancer/Diabetes)
- Easy- Electronic Data Interchange

T-NEX

- Anticipate Healthcare Delivery to begin July 04
- Business Operating Plan (FY 04-05) completed
- Anticipate conversion of 50 existing RSAs
  - 460 FTEs
  - $44.5 million
  - $2.5 million in reimbursements
  - Will require 6-9 month lead time
  - Developing detailed execution plan (30 June 03)
- Awaiting MCSC award to determine MTF requirements (HCIL, HEAR)
- Developing network Utilization Management plan (make/buy)